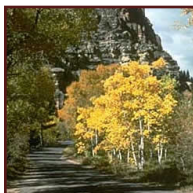


# The Human Touch

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**And More!**

## Director's Message

August has been a difficult month at Human Services, as I am sure it has been for most of you, due to the Huntington mine disaster. Some of our employees needed our support because they were affected by this. Others were called in to help and provide resources, which always stretches us when we are already spread thin. I appreciate all the support you are giving your co-workers down in Emery and Carbon Counties. Kudos also to the mental health workers who have come forward and volunteered to help.

On a brighter note, we had a wonderful experience in the Ogden Child and Family Services office this month when we invited 40 community partners to be "immersed" in casework. This is the fourth "Immersion" we have done with community members and it was very well received. It gives community members a chance to see how a DCFS case unfolds from start to finish, and it builds understanding of our practice. It also gives case-workers a chance to reflect on their "best" and "worst" days on the job, while they get a chance to feel community support.

I hope other agencies besides DCFS may see some usefulness to this approach. Opening our difficult and

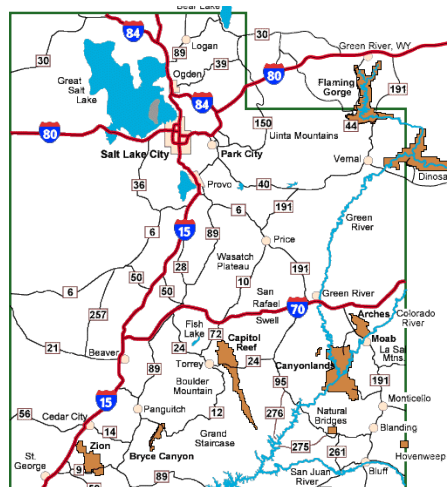


Lisa-Michele Church  
Executive Director

controversial work up to the community is resulting in more community support, which is definitely needed. More community support translates into better working relationships and better funding from the legislature.

I was pleased to see the Wellness Committee's success with the walking competition this summer. Many employees in the state office building competed and many are healthier for it! Thanks to Beverly MacFarlane, Lisa Schauerhammer, Manuel Romero, and all the employees who helped put it together. Congratulations to the Office of Financial Operations staff who won the competition!

We also had great success with the first Governor's Child and Family Cabinet meeting in July. This helps DHS gain prominence for its funding and operational needs in the broader context of the statewide budget. We found ways to collaborate with Health, Workforce Services, Corrections, the Commission on Criminal and Juvenile Justice and other partners to get the job done. The Governor is encouraging us to do this type of strategic thinking across department lines. Thanks to all of you who look for ways to collaborate.



## Next Stop – Tour Recovery Services

*Catherine Taylor, Office of Recovery Services*

You'll find that many, many file cabinets are gone as we tour the Office of Recovery Services. How can that be in a large state bureaucracy? Easy. Technology is clearing out paper files and adding more floor space.

Document imaging is about two-thirds complete and making major changes in the way we work. Now we can locate case information on imaged files right at our desks, a real timesaver. Also, imaging files eliminates storage costs and makes us more prepared to respond to natural disasters as we've lost a good deal of our dependence on paper. Our customers are better served by this centralization of information and by increased information security.

Next let's take a look at the "big picture" of what Recovery Services does. We help children obtain child support. We improve our processes to save state dollars. We train our people and encourage them to improve, learn and give back.

We don't rescue kids from meth moms, but we establish paternity so that if a meth mom -- or dad -- goes to treatment we can collect child support from dad and send it to grandma who is taking care of the child. Or we identify dad so

Child and Family Services can look at placing the child with him or his family if mom can't cope.

We don't provide Christmas for juveniles in facilities, but we collect child support from parents while the kids are in care and return that money to Human Services to fund those programs.

We don't provide transportation for the elderly. We do recover Medicaid expenditures for the Health Department and the money helps Medicaid fund long-term care.

Sometimes people protest when we do the job the law requires us to do. We are the agency between no-longer coupled couples so we sometimes get flak from both sides. Our biggest problems usually come from role confusion and unreasonable expectations. We don't establish or enforce visitation or alimony or force the parent receiving support to account for every penny received. That's not our authority and we don't assume it.

We may be the Human Services housekeepers and house elves. Our work is not well understood. We hope to help people understand it better.



## The Limelight

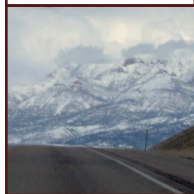
Link To More Recognition Ideas:

<http://www.hsemployees.utah.gov/limelight/>

### ORS Uses Scholarships to Recognize Employees

**ORS offered scholarships to employees to attend one national or one regional child support conference. Anyone at ORS who completed and submitted an essay was eligible. Mark Brasher, Director and Tracy Graham, Deputy Director, selected the winning essays from anonymous submissions and two people will be going to the National conference in Orlando and two to the Regional conference in Boise.**

**We'll be hearing back from the attendees in September after the conferences. They promise to bring pictures back, too.**



## Road Trip Through Juvenile Justice Services

*Lisa Schauerhamer, Juvenile Justice Services*

Have you ever wondered what Juvenile Justice Services is? Who do they serve? Where are they located?

Take a "Road Trip" through JJS with us over the next few months. We will visit and learn about the services, staff and youth juvenile justices serves.

We'll stop at the "overlook" this month where we learn about the continuum of intervention, supervision, and rehabilitation programs for youth offenders. Each day we balance the youths' needs with assuring citizens are safe.

JJS serves two types of youth offenders. They're known as status offenders and delinquent youth. Status offenders are youth ages 8 to 18 who commit acts that are illegal only due to their age. They may run away from home, continually skip school, use tobacco and alcohol, violate curfew and be uncontrollable.

The second group is delinquent youth 10 to 18 years who commit misdemeanor or felony crimes.

Services we tour will include Youth Services, Observation and Assessment, Early Intervention, short-term residential placements, home detention, detention, long-term secure care, residential work programs, community based alternatives, case management and aftercare

Road signs of Vision, Mission, Core Values and Twelve Guiding Principles are posted on the Juvenile Justices map. Let's begin our by exploring them:

### **Milepost One: VISION**

The Division of Juvenile Justice Services will provide to the youth we serve the best opportunity to realize their potential and improve their overall competence which will allow them to be law abiding and productive citizens.

### **Milepost Two: MISSION**

The mission of the Division of Juvenile Justice Services is to provide comprehensive services for at risk youth within the framework of the Balanced and Restorative Justice Model. Community Protection, Accountability, and Competency Development are integrated goals and philosophical foundations of the model.

### **Milepost Three: CORE VALUES STATEMENT**

We are committed to act with respect and integrity and meet the challenge of change with creativity and perseverance.

### **Milepost Four: TWELVE GUIDING PRINCIPLES**

- Protect the community by providing the most appropriate setting for the youthful offender
- Provide secure, humane, and therapeutic confinement to a youth who has demonstrated that he/she presents a danger to the community
- Hold youth accountable for delinquent behavior in a manner consistent with public safety through a system of graduated sanctions, rehabilitative measures, and victim restoration programs
- Provide a continuum of diverse early intervention, community based, and secure correctional programs
- Promote functional relationships between a youth and his/her family and/or assist the youth in developing the skills for alternative or independent living
- When it is in the best interest of the youth and community, provide placements in close proximity to the youth's family and community
- Promote ongoing research, evaluation, and monitoring of division programs to determine their effectiveness
- Strengthen rehabilitative opportunities by expanding linkages to human service programs and community resources
- Provide assistance to the Juvenile Court in developing and implementing appropriate offender dispositions
- Provide for efficient and effective correctional programs within the framework of professional correctional standards, legislative intent, and available resources
- Promote continuing staff professionalism through the provision of educational and training opportunities
- Provide programs to increase public awareness and participation in Juvenile Justice Services.

These signposts provide our map for the Juvenile Justice Services road trip.

Are you ready to ride?

## Utah Assistive Technology Program (UATP)

*Heather Young, Utah State University*

Utah Assistive Technology Program (UATP) provides tools and resources to help individuals with disabilities improve their quality of life and increase independence. Yes, even independent enough to enjoy a road trip!

The statewide program serves all individuals with disabilities, their family members, educators, and service providers. UATP offers assistive technology training, loans equipment loan and provides information about new technology and funding assistance.

Examples of assistive technology include:

- Modified computers
- Home and work-site modifications
- Hearing aids
- Amplified telephones
- Environmental control systems
- Walkers, scooters and wheelchairs
- Communication boards
- Adapted recreational equipment
- Adapted vans and vehicles
- Braille equipment

Offices are located at the Center for Persons with Disabilities on the Utah State University campus in Logan. The program includes:

### **Assistive Technology Lab**

UATP's Assistive Technology Lab provides training, equipment loan and equipment demonstration in northern Utah. A licensed occupational therapist and speech language pathologist, and a nationally-certified assistive technology specialist staff the lab. Examples of lab services include: device demonstration; equipment refurbishing and lending; construction of simple, low-cost assistive devices; demonstration of adaptive computer technologies; and training on new specialized technologies.

### **Assistive Technology and Business Equipment Financing**

The Utah Assistive Technology Foundation (UATF), a non-profit 501(c)(3) organization, was founded in 1991 to help children and adults receive the assistive technology devices they need. This program offers Utahns with disabilities the opportunity to borrow money at an affordable cost (no fees and very low interest) so that they can purchase much-needed devices including.

The foundation also offers the Telework Business Equipment Loan program, which enables adults with disabilities to borrow money to purchase equipment so they can work from home or a telework center. Eligible equipment may include:

- Worksite and home office modifications
- Computer hardware or software
- Office equipment (e.g. printer, home phone, fax, scanner)
- Telecommuting equipment
- Adapted farm equipment

"Independence is priceless. We help make it affordable."

For more information visit [www.uatf.org](http://www.uatf.org)

### **Assistive Technology Training and Demonstration**

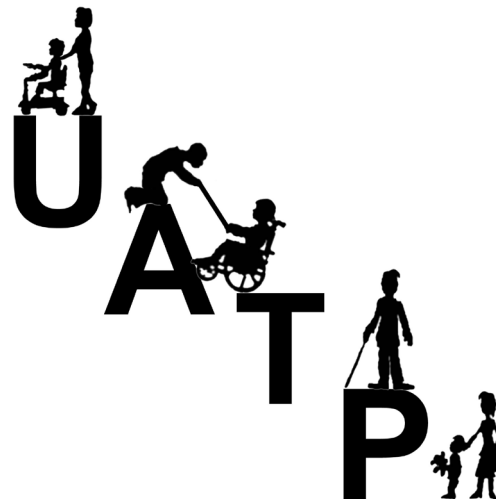
UATP provides training and demonstration on adapted software and devices throughout Utah. These trainings are delivered via the Internet or in traditional face-to-face meetings. UATP addresses a number of topics including: Electronic Aids for Daily Living (EADL), powered mobility maintenance, adapted software and switches.

### **Need More Information?**

Call us toll free at 800-524-5152 or visit our website at [www.uatpat.org](http://www.uatpat.org).

To contact the AT Laboratory directly, please call 435-797-0699.

If there is an AT-related topic you would like to learn more about, please contact Sachin Pavithran at 435-797-6572 or Heather Young at 435-797-7412. You may also contact us by email at [heather@cpd2.usu.edu](mailto:heather@cpd2.usu.edu)





## Rollin' On

Sharon Ross, Brigham City

"How can you possibly accomplish these tasks with your disability?" others always ask me. "You can't walk or use your hands."

Let me begin with a quote by Helen Keller who was deaf and blind. She said:

*Once I knew only darkness and stillness. My life was without past or future, but a little word from the fingers of another fell into my hand that clutched at emptiness and my heart leaped to the rapture of living. While they were saying among themselves, it cannot be done, it was done! My share of the work may be limited, but the fact that it is work makes it precious.*

I too choose to overcome obstacles, no matter the limitations. Others look at me and say, "Do you really think you can do this?"

I never think about failing. I simply go after whatever I want to do. I was born with Cerebral Palsy. Life is full of obstacles, but nothing stops me. A setback is only a setup for a comeback, and comeback I do.

I experience life differently, but I always succeed. I graduated from high school, got married, and had children, grandchildren, and great grandchildren. I taught school for 20 years with my husband, also was a teacher, on an Indian reservation. Our life is filled with good experiences as well as conflict, but we are happy and cope with all that life throws us.

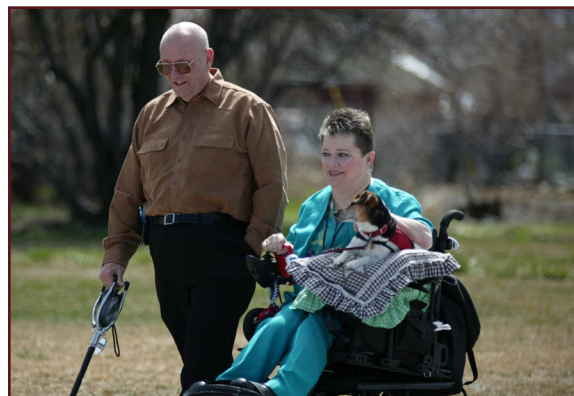
Having a handicapped child brought great hardship to my parents, especially my mother who was only 22. She'll always be my hero because of her tenacity and continued love.

I attribute my accomplishments and successes to her. Never given to defeat, she taught me strength and determination. I was the first handicapped child mainstreamed into the Los Angeles public school system because of her example.

My parent's marriage was very rocky, as my father, unable to cope with my disability because of his immaturity, I suspect, beat mom, my sisters and me. After I married, he committed suicide, leaving me a letter, blaming my disability for his problems. It was a hard thing to take, but I overcame it and realized I am not a bad person.

My mother gave me the courage to do anything I set my mind to despite my disability. I learned about Helen Keller, who lived in a world void of sight or sound, yet wrote books, became a professor and a person of great fame and admiration.

"Be of good cheer," Keller once said. "Do not think of today's failures, but of the successes that may come tomorrow. You have set yourself a difficult task, but you will succeed if you persevere; and you will find a joy in overcoming obstacles."



Wes and Sharon Ross and Betty Boop

It's as if she left the message for me. I didn't fear marriage or having and raising children. I try every new thing without reservation, whether it is a new job or going clear across town alone in my wheelchair or surfing. It never occurred to me to think, "what if I fail?"

I can't clap my hands, but I can smile approval and nod encouragement. I can't dress or bath myself, nor use the restroom or feed myself, but I can help and encourage others. I can sit on boards and committees, giving my opinion and thoughts to make things better for others. When I see that I can't do something, I find another way to accomplish it.

"I long to accomplish a great and noble task, but it is my chief duty to accomplish small tasks, as if they were great and noble," Keller said.

I will always try new things until my life on earth ends. I am on a new adventure now. I will receive training through Vocational Rehabilitation to learn about woodcarving gunstocks and cupboard doors, sandblasting on glass, stone, metal etc. for gifts and awards, airbrushing, and gourd carving. Sounds overwhelming, doesn't it? But I am excited and know I will succeed.

My husband works by my side. We are partners and helpmates in everything. I am now 65 and feel an urgency to keep learning and succeeding. It is never too late to learn new things. Knowledge is one thing we can keep.

I believe in the soul's immortality because I have immortal longings within me. Death means no more than passing from one room to another, but there's a difference for me, you know, because in that other room I shall walk and serve others in a more perfect way. Things seen are temporal, and things unseen are eternal. Never give up. If I can do it, you can too.

The future belongs to those who believe in the beauty of their dreams. I love what Ralph Waldo Emerson said, "Do not go where the path may lead, go instead where there is no path and leave a trail."

## Postcards from Office of Licensing

"Wish you were here!"

### This month's questions:

What's the most fun thing you've done so far this summer? What's your favorite summer grub? What's one thing you are going to make sure you do before summer is over?



**From: Jim Jennings**  
**Price, Utah**

**What's the most fun thing you've done so far this summer?**

My favorite thing that I have done this summer is: riding horses in the mountains with my children.

**What's your favorite summer grub?**

My favorite summer grub is: strawberries

**What's one thing you are going to make sure you do before summer is over?**

The thing I want to make sure I do before the summer is over: take my children on another horse ride in the mountains.

**To:**  
**All the great folks in DHS!**

**From: Kelly Anderson**  
**St. George, Utah**

**What's the most fun thing you've done so far this summer?**

I had the fantastic opportunity to care for my mother-in-law after an accident. She is a lovely Navajo woman and we enjoyed getting to know one another better. Then we took her to Mesa Verde National Monument and Monument Valley to share the traditional spirituality of those places. Along the way, we captured some great photos for our family too.

**What's your favorite summer grub?**

Got's ta be da melons and they are growing great gravy down here in the southern part of the state!

**What's one thing you are going to make sure you do before summer is over?**

Put in my new backyard! Just bought a new home in January and it still needs something to hold the soil in place before it all blows away!

**To:**  
**All the great folks in DHS!**

Thanks to Office of Licensing! Want your region/office to be September's Postcards?

Have a question to ask? Write to Donna Russell, [DLRussell@utah.gov](mailto:DLRussell@utah.gov)



## "Wish you were here!" (continued)

**From: Bob Macdougall**  
**Salt Lake City, Utah**

**What's the most fun thing you've done so far this summer?**

The most fun I've had this summer centers around a bird watching trip to the Uintahs in search of the White-tailed Ptarmigan, a grouse of the high tundra. I traveled to Leidy Peak which is about twenty-five miles northwest of Vernal. Although I trekked all over that mountain (at 12,000 feet) the elusive bird was not to be found. However, the birding the previous day along the Sheep Creek geological loop was magnificent. Hard to beat the Uintahs for awe inspiring scenery.

**What's your favorite summer grub?**

My favorite summer grub is garden fresh cucumbers and tomatoes still warm from the sun, sprinkled with fresh basil and smothered in Italian dressing. Talk about haute cuisine!

**What's one thing you are going to make sure you do before summer is over?**

Before the summer is over I'm going to attend the home opener between the University of Utah and the Air Force Academy at Rice-Eccles stadium. Go Utes!

**To:**  
**All the great folks in DHS!**

## Annual Drug Endangered Children Conference

*Elizabeth Sollis, Executive Director's Office*

Long-time child protection caseworker Rick Berry received the Phoenix Award at the recently concluded Utah Drug Endangered Children's Conference at Westminster College.

Berry was described as an invaluable resource to police officers and families when children must be removed from their homes because of drug issues. The Phoenix Award is dedicated to professionals committed to protecting drug-endangered children.

"Rick is an outstanding child protective services worker, an extraordinary community partner and always strives to ensure the safety and well-being of Utah's children," nominators said.

More than 250 people representing social work, law enforcement, medical, prosecution, treatment and youth services gathered at the conference to learn about Utah children's needs and better meeting those needs.

Local and national experts spoke on emerging drug trends, prescription drug abuse, Indian Child Welfare, prevention, investigation and prosecution.

Salt Lake City will host the 2008 National Drug Endangered Children conference October 6-8.



**Rick Berry - Phoenix Award Recipient**  
**Chief Chris Burbank - Salt Lake City Police**



Teachers open the door, but  
you must enter by yourself.

- Chinese Proverb

## Training Tidbits

Are you yearning for learning? Below are just a few of the upcoming training opportunities supported by the department:

### Meth and Families: All-Day Workshop for Families

August 25, 2007

Utah County Substance Abuse Services  
Provo, Utah

For additional/registration information contact Celeste Tucker, 801-851-7127,

[cylestet.ucadm@state.ut.us](mailto:cylestet.ucadm@state.ut.us) or visit the DHS Conferences/Advanced Training Calendar, [www.hstraining.utah.gov](http://www.hstraining.utah.gov).

### Utah Domestic Violence Council 13th Annual Treatment Providers Conference

September 12-14, 2007

SouthTowne Expo Center  
Sandy, Utah

For additional/registration information contact Katie Sutton, 801-521-5544 ext 105,

[ksutton@udvc.org](mailto:ksutton@udvc.org), or visit the website, <http://udvc.org/>

Note: Registration fees apply.

## HELP WANTED

Are you aware of a training or conference that we don't have listed in the Human Touch or online?

If so, please notify Elizabeth Sollis, [esollis@utah.gov](mailto:esollis@utah.gov), 801-538-4275.

You may also submit events online on the department training calendars, [www.hstraining.utah.gov](http://www.hstraining.utah.gov).

### Utah Gerontological Society 2007 Fall Conference

September 18-19, 2007

Zermatt Resort & Spa  
Midway, Utah

For additional/registration information contact Sonnie Yudell, 801-538-3926, [syudell@utah.gov](mailto:syudell@utah.gov) or visit the website,

<http://aging.utah.edu/ugs/fallconference2007.html>

Note: Registration fees apply.

### 20th Annual Conference on Child Abuse & Family Violence

September 24-26, 2007

Marriott City Center Hotel  
Salt Lake City, Utah

Email questions to [ttaylor@preventchildabuse.org](mailto:ttaylor@preventchildabuse.org). Register online:

[www.preventchildabuse.org](http://www.preventchildabuse.org)

Note: Registration fees apply.

### Bridges Out of Poverty

September 26, 2007

Miller Free Enterprise Center Auditorium  
Sandy, Utah

For additional/registration information visit the website:

[http://community.utah.gov/housing\\_and\\_community\\_development/SCSO/index.html](http://community.utah.gov/housing_and_community_development/SCSO/index.html)

Note: Registration fees apply.

### Fall Conference on Substance Abuse

September 26-28, 2007

Dixie Convention Center  
St. George, Utah

For additional/registration information contact Lynette Willie, 801-538-4410, [lwillie@utah.gov](mailto:lwillie@utah.gov)

Note: Registration fees apply.

### Utah State Developmental Center 2007 Annual Fall Conference

October 3, 2007

Utah State Developmental Center  
American Fork, Utah

For additional/registration information contact Dan Chase, 801-763-4261, [dchase@utah.gov](mailto:dchase@utah.gov)

Note: Registration fees may apply.

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